

Addendum 1

1. Reports any and all critical operational or security issues discovered during the execution of his/her duties to the IT Manager to assist in problem identification and make recommendations for solutions.
2. Provides support, training and ongoing technical assistance to the end users of all ILEA IT resources. This includes providing customer service through support and communication with end users to analyze and summarize complex IT issues, timely solve problems or provide solutions in simple effective terms in order to effectively and efficiently use ILEAs IT resources for the greatest benefit. Maintains user network IDs, and grants proper access rights to network files and directories based on IT policies as established by the IT Manager. The incumbent provides user support with telecommunication systems and other IT systems and services as needed.
3. Performs backups of system programs and data files, pursuant to a backup schedule established by the IT Manager. Performs nightly, weekly and monthly backups and secures backup media at an offsite location. Performs periodic system restorations and file comparisons to test and confirm data integrity from backups and assist in failure impact analysis. Rotates backup tapes in library according to backup schedule.
4. Conducts maintenance and support of all telecommunication equipment. Incumbent acts as Audio/Visual technician for all technology initiatives to ensure that all equipment is properly working and installed, collaborating with the presenter in order to achieve the objectives of the presentation. Sets up and operates all media equipment including but not limited to: CD/DVD/BD players, computers, interpretation equipment, headsets, mixers, speakers, etc.
5. Maintains inventory records of hardware and equipment, software licenses, training materials, reference books and manuals, spare parts, supplies and other materials expended in the training process (i.e. batteries, ear cushions). Advises the IT Manager of inventory levels in order to maintain training operations without interruption.
6. Uploads, maintains and updates the ILEA webpage and approved social networks with photos, articles and new materials as needed. Maintains the email server to create users, distribution lists, applies resources to mailboxes for proper storage and maintenance of user communications.

Other Duties as assigned. 5%